



INFORMATION DISCLOSURE
CITATION IN AN
APPLICATION
(PTO-1449)

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APPLICANT
Rycharde Jeffery HAWKES *et al.*

FILING DATE
October 16, 2001

GROUP
2151 2143

U.S. PATENT DOCUMENTS

EXAMINER'S INITIALS	PATENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE
SC	5,838,682	11/17/98	Dekelbaum <i>et al.</i>			
SC	5,848,143	12/08/98	Andrews <i>et al.</i>			
SC	5,884,032	03/16/99	Bateman <i>et al.</i>			
SC						

FOREIGN PATENT DOCUMENTS

EXAMINER'S INITIALS	PATENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	Translation	
						Yes	No
SC	0 820 028 A2	01/21/98	Europe				
SC	0 829 996 A2	03/18/98	Europe				
SC	0 838 770 A2	04/29/98	Europe				
SC	2 320 843 A	07/01/98	United Kingdom				
SC	WO 99/26153 A2	05/27/99	WIPO				
SC	2 342 529 A	04/12/00	United Kingdom				
SC	WO 00/41118 A2	07/13/00	WIPO				
SC	WO 00/58867 A1	10/05/00	WIPO				
SC	WO 01/08061 A1	02/01/01	WIPO				
SC	WO 01/28206 A1	04/19/01	WIPO				

OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)

SC Todd Neff, *The Multimedia Contact Center: Corporate Façade or Human Face*, April 10, 2000, pages 1-69

Cobrow Homepage - www.cobrow.com, January 21, 2000

EXAMINER *Linda J. Kell*

DATE CONSIDERED

12/08/04

EXAMINER Initial if reference considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication to Applicant.

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